



OFFICE OF
**INSPECTOR
GENERAL**
UNITED STATES POSTAL SERVICE

HIGHLIGHTS

January 20, 2012

**Consolidation of Mail Processing
Operations at the Mansfield, OH Customer
Service Mail Processing Center**

Report Number NO-AR-12-003

IMPACT ON:

Mail processing operations in the Northern Ohio District, Eastern Area.

WHY THE OIG DID THE AUDIT:

This review is based on a request from U.S. Representative Robert E. Latta (5th Congressional District, OH) to review the consolidation of mail processing operations from the Mansfield, OH Customer Service Mail Processing Center (CSMPC) into the Cleveland, OH Processing and Distribution Center (P&DC). The objectives were to determine whether a business case exists supporting the consolidation and assess compliance with established area mail processing (AMP) guidelines.

WHAT THE OIG FOUND:

A business case supporting the consolidation exists, producing a first year savings of approximately \$4.8 million if the U.S. Postal Service successfully repositions affected employees. Our analysis also indicated (1) there would be a reduction of 103 career craft positions and seven supervisor positions at the Mansfield CSMPC; (2) adequate capacity exists at the Cleveland P&DC; (3) customer service would be negatively impacted for some First-Class® and Priority Mail® service while Periodicals and Standard Mail service would be upgraded; (4) the Cleveland P&DC and the Mansfield

CSMPC exceeded national averages for delayed mail during the fall of 2010; (5) the Cleveland P&DC successfully consolidated Saturday originating mail from the Mansfield CSMPC and other P&DCs; and (6) some AMP policies and guidelines were not followed but this did not impact the business case supporting the consolidation.

WHAT THE OIG RECOMMENDED:

We recommended the vice president, Eastern Area Operations, identify repositioning plans for all impacted employees at the Mansfield CSMPC, and continue to monitor and take necessary actions to process mail in a timely fashion at the Cleveland P&DC.

WHAT MANAGEMENT SAID:

Management agreed with both recommendations and will reposition employees within contractual provisions. In addition, specific monitoring and tracking mechanisms are in place and post-implementation reviews will be used to determine whether additional actions are needed.

AUDITORS' COMMENTS:

The OIG considers management's comments responsive to the recommendations and corrective actions should resolve the issues identified in the report.